



# ALBERTA CASINO ADVISORS

## Volunteer Position Descriptions

Each volunteer is an integral member of a Licensed Casino Event. Volunteers must attend when scheduled as the casino may not be permitted to operate if volunteer(s) are late or missing, which affects the charity's revenue, the casino employees, and the Casino Facility Operator. Though your attendance is important, you need not worry about the performance of your duties. As your Casino Advisors we will fully train you and within minutes you will be a confident, valuable participant in the Licensed Casino Event. No volunteer can consume alcohol prior to or during your shift. No volunteer can gamble in the casino facility during any period (both days) of the Licensed Casino Event regardless if they are on a scheduled shift. All volunteer workers should refrain from using cash while on-duty at a Casino Event; volunteer food costs and tips are included, and you cannot loan or borrow money to or from anyone for any reason while on-duty at a casino. Basically there is no reason for a volunteer to be seen with cash in their hands other than for performing their volunteering duties. This also applies to casino chips. There is no reason to have casino chips in your possession for any reason except to perform volunteer duties. The use of smartphones, tablets and laptops is permitted in the volunteer lounge. Some casinos may allow their use in the cash cage as well; however, the taking of photographs and video of cash, chips or casino operations is prohibited. Some casinos offer Wi-Fi access but there is no guarantee that you can use it.

**General Manager / Alt. General Manager** \*requires walking or standing 10-25% of the time. Will be working primarily in the Cash Cage during the day shift and the Cash Cage and Count Room during late shift. Some activity takes place on the casino floor. **MUST NOT BE AN EMPLOYEE OF THE ORGANIZATION.**

- Responsibilities include: organizations' official representative to supervise volunteers, their attendance, and their conduct at the Licensed Casino Event in the Cash Cage, the Count Room, and on the gaming floor.
- A General Manager or Alternative General Manager must be within the Casino Facility at all times during a Licensed Casino Event.

**Banker** \*primarily sitting 90% of the time in Cash Cage – **MUST NOT BE AN EMPLOYEE OF THE ORGANIZATION.**

- Responsibilities include: maintaining Cash Cage float of chips and cash.
- Controls safe. Primary activity during opening, closing and shift changes. Must use a computer or handheld computer in the performance of their duties.

**Cashier** \*primarily sitting or standing 90% of the time in Cash Cage (person's preference to stand or sit in cashier position)

- Responsibilities include: trading patrons chips for cash. Ability to count chips accurately in increments of 5 and 25 as well as count back cash a huge asset. Will be handling large amounts of chips and cash.
- Minimal use handheld computer in the performance of their duties.

**Count Room Supervisor** \*primarily sitting 80% of the time while in the Count Room – **MUST NOT BE AN EMPLOYEE OF THE ORGANIZATION**

- Responsibilities include: utilize a computer to record counting activities. Supervises count room volunteers.

**Other Count Room positions** \* sitting 90% of the time while in Count Room (one or two positions will be standing 100%)

- Responsibilities include: sort, count, verify and amalgamate cash. One person will use a computer.

**Chip Runner** \*sitting 80% of the time waiting. Not permitted in Cash Cage. Must remain on Casino Floor or volunteer lounge.

- Responsibilities include: minimal use of handheld computer in the performance of their duties. This position is ideal for someone who would like to do work on their laptop computer, a craft such as knitting, or read books. There are long periods of inactivity at the casino and this person will be alone in their own volunteer lounge.